



## SWS Mountain Guides

210 East Lake St.

Mt. Shasta, Ca. 96067

mail@swsmtns.com

[www.swsmountainguides.com](http://www.swsmountainguides.com)

Phone: 888.797.6867 / Fax: 877.797.6867

### Travel Insurance, Payments, Transfers, Weather Credits, Cancellation & Refund Policy

**Travel Insurance:** SWS Mountain Guides strongly recommends that all participants purchase travel insurance to protect themselves from unforeseen circumstances. Travel insurance can protect your investment in a trip in case you have to cancel at the last minute. We recommend [squaremouth insurance brokers](#), for the best choice for your travel insurance. Please remember to click the – SPORTS - Hazardous Sports filter to include mountaineering in your insurance choice.

#### Domestic Courses including Custom & Private Guiding:

A non-refundable 50% deposit required with each reservation, and the BALANCE is due **30 days** before the course starting date. In the event, you cancel your reservation 30 days or more before the course start date the balance of your course fee is refundable. We are sorry, **but NO REFUNDS made within 30 days before the course starting date.**

**Travel Insurance Highly Recommended** --- [Check it out here!](#)

#### International Expeditions & Treks:

A \$1,000 application fee is required to apply for an International Expedition or Trek which applied to your invoice for the expedition or trek. Application fees refunded if you are not qualified for the climb or expedition. A **50% deposit** (less \$1,000 application fee required with each International Expedition or Trek reservation ten months or **300 days** before expedition or trek starting date, the BALANCE is due **90 days** before the course starting date. In the event you cancel your reservation between 300-90 days before the course, a \$1,000.00 cancellation fee is required, and the balance of your course fee refunded. Between 90-45 days before the course, a 50% cancellation fee required with the balance refunded. **We are sorry, but NO REFUNDS made within 60 days before the course starting date.**

**Travel Insurance Highly Recommended** --- [Check it out here!](#)

#### Transfer Fees:

You may move your domestic course fee (deposit and balance) to another scheduled course when we receive a **\$100.00 non-refundable transfer fee 30 days** before your domestic course date. Sorry no transfer within 30 days of your domestic course departure date. **Note:** Policy does not apply to International Treks and Expeditions.

#### Canceled Courses:

SWS Mountain Guides aka Sierra Wilderness Seminars Inc. reserves the right to cancel and reschedule climbs or course due to inadequate minimum sign-ups (see make it go guarantee) or other unforeseen circumstances. You will receive a full refund of course fee when the course canceled within 24 hours before the starting date. However, SWS Mountain Guides aka Sierra Wilderness Seminars Inc. is not responsible for additional expenses incurred including non-refundable airline tickets, equipment, medical expenses, etc. We recommend you obtain trip cancellation insurance to protect yourself. You can get Cancellation Insurance information by logging onto our website at [www.swsmountainguides.com](http://www.swsmountainguides.com) and clicking on the reservation page for a link to cancellation insurance.

**Travel Insurance Highly Recommended** --- [Check it out here!](#)

#### Make it go Guarantee Policy:

If you book a regularly scheduled course or climb and are the only client on the course or climb we will be contacting you two weeks prior to departure to give you your "Make it go Guarantee Policy" options. At that point we will give you the choice of three options below:

**Option"A":** Pay the "Make it go Guarantee" Surcharge of **\$50.00** per day, and we will run the course as a private one on one with our guide.

**Option"B":** Transfer to another course with additional clients at no charge.

**Option"C":** Cancellation of the Course or Climb with a full refund.

A win-win for all involved, you get your course on the date you want, my scheduled guide gets the works, and my company with the surcharge covers our direct expenses and breaks even. So this option is available for all regularly scheduled courses and climbs, so you can feel free and book your climb knowing that you can "Make it Go" .....



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**Note:** SWS Mountain Guides meets its minimum two clients for the course or climb at the last minute your "Make it Go Guarantee" Surcharge refunded.

**Exceptions:** Applies only to Regular Scheduled SWS Mountain Guides Climbs and Courses as scheduled on the SWS Mountain Guides website. **Excludes** Custom Trips, International Expeditions, and third-party courses or climbs.

### **Weather Credits and Rescheduled Climbs & Course:**

SWS Mountain Guides aka Sierra Wilderness Seminars Inc. reserves the right to reschedule seminars and courses due to severe weather conditions or other uncontrollable circumstances which make the course or climb unsafe to continue. Weather Credit or Weather Partial Credit will be given for courses or climbs during or within 24 hrs of the course start dates if severe weather conditions or other uncontrollable circumstances make the course or climb unsafe to continue. This decision will be at the discretion of the climb leader and the Director(s) of SWS Mountain Guides.

**Note:** Weather credit is an in-house-credit which can be used on rescheduled courses or any other SWS Mountain Guides course or climb must be re-scheduled within **one year of the date of issue.**

### **Gratuities:**

Tipping/Gratuities are customary on guided trips. If you are pleased with the service provided by your guide or instructor and if the guide has gone beyond the scope of instruction to help you with the enjoyment of your course or climb then a gratuity is always appreciated.

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